

CIT Customer Service Report for the Telecommunications Branch



For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

Snapshot Date: 3/1/2009 7:30:11 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	TIS	Web	Other	DCS	TIS	Other	DCS	TIS	Other	To Close
Telecommunications											
10 Digit Dialing	1	0	0	0	0	0	0	0	0	1	5
Circuits	0	0	0	15	0	0	0	0	0	15	0
Conferencing	3	0	0	2	0	0	0	0	0	5	10
Coverage	2	0	0	0	0	0	0	1	0	1	4
DELPRO	9	0	0	165	0	0	104	8	0	62	0
General Info	51	0	0	8	0	0	13	23	0	23	4
New Request/Termination	24	0	0	4	0	0	9	1	0	18	3
Phones/Accessories	26	0	0	17	0	0	4	10	0	29	3
Repair	9	0	0	0	0	0	5	0	0	4	3
Repairs	54	0	0	393	1	0	11	45	0	390	1
Training	17	0	0	0	0	0	0	15	0	2	5
TSR	62	0	0	481	0	0	178	54	0	311	1
User Change	2	0	0	0	0	0	0	0	0	2	6
Voice Mail	32	0	0	4	0	0	1	28	0	7	5
Grand Total:	292	0	0	1089	1	0	325	185	0	870	1

Total Tickets Closed: 1055

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AM

Total Tickets Assigned/Pending/Checked Out: 326

Total Tickets Created: 1381